

COMMITTEE:	Policy and Performance Review Committee
MEETING DATE:	15 January 2026
BY:	Depute Chief Executive - Children and Communities
REPORT TITLE:	Housing Performance Benchmarking Report
REPORT STATUS:	Public

1 PURPOSE OF REPORT

- 1.1 To update elected members on the Council's performance in meeting the key Social Housing Charter outcomes referenced in the 2024/25 Landlords report.

2 RECOMMENDATIONS

Members are recommended to:

- 2.1 Note the report and current performance benchmarked against local authority peer group and the national averages.

3 BACKGROUND

- 3.1 Social landlords are required to submit an Annual Return on the Charter (ARC) by 31 May each year to the Scottish Housing Regulator (SHR) as part of the regulatory framework. This return captures a range of performance and contextual information across a range of indicators.
- 3.2 In addition to the Annual Return Charter, the Scottish Government Homelessness Statistics & Analysis Team publishes statistical information based on administrative data collected by Scottish local authorities in the course of carrying out their homelessness duties. The data used to produce these publications is obtained from four separate although linked data collections submitted by Scottish local authorities:

- HL1 (data on homelessness applications);

- HL2(temporary accommodation snapshot data);
 - HL3 (temporary accommodation placements); and
 - PREVENT1 (housing options and homelessness prevention activity).
- 3.3 The Scottish Housing Network (SHN) work with social landlords to collate data submitted and provide benchmarking; data insights; knowledge exchange and self-assessment support.
- 3.4 The Scottish Housing Network produce annual benchmarking data based on East Lothian Peer Groups together with National Averages, enabling social landlords to make informed decisions and drive meaningful service improvements for tenants and customers.
- 3.5 East Lothian Council Peer group consists of the below local authorities. This peer group is established based on Housing stock size:
- Angus Council, East Ayrshire Council, North Ayrshire Council, Midlothian Council, Moray Council, Perth and Kinross Council, Renfrewshire Council, South Ayrshire Council, Stirling Council.
- 3.6 Performance commentary on Key measures in 2024/25 Benchmarking report:

Highlights

Satisfaction

- Overall satisfaction moved from 6th to 5th position within comparator group

Repairs and Voids

- Non-emergency repairs moved from amber to green due to improving from 16.28 days to 12.53 days.
- Right first time also moved from amber to green due to an increase from 85.71% to 88.24%.
- Emergency Repairs timescale increased slightly, and is higher than Peer and LA average.
- Re-let times are higher than the Peer Group, and 2nd highest in the Comparator Group, but within the LA average of 78.11 days. The main reason for this has been a result of longer term voids being turned over. The LA average for non-low demand stock is 49.34 days, compared to ELC's 62.52 days.
- Non-emergency repairs days have improved in the year and are now lower than the Peer and LA average.

Complaints

- Stage 1 complaints handling continues to be well above SPSO target, and is 2nd highest in comparator group.

Compliance

- SHQS and EESSH compliance above sector averages.
- No gas fails in year.

Areas for focus / improvement

Adaptations

- Medical adaptations performance below sector averages, however we have asked for more information as this data is not necessarily comparing like for like.

Homelessness

- Homeless applications per 1,000 people have reduced from the previous year, with figures significantly lower in East Lothian (6.24) compared with the LA average (7.24).
- Live cases similarly demonstrate a significant decline relative to previous years, with live cases per 1,000 people in East Lothian (5.59) lower than the LA average (5.71).
- Days to assess applications have shown a marked improvement from 38 days in 2023/24 to 24 days in 2024/25. While this is higher than the LA average of 18 days, the figure remains well within good practice guidelines of 28 days.
- The number of weeks to close cases has also seen a substantive improvement and reduction from 61.43 days (2022/23) to 47.71 days (2024/25) although this is within the context of a slight reduction nationally, noting the figure still remains higher than the LA average of 40.00 days.
- The % of households re-assessed as homeless within one year (repeat homelessness) has historically been lower in East Lothian in comparison with the LA average, although 2024/25 saw a slightly elevated figure at 4.27% in East Lothian compared with 4.07% nationally.
- East Lothian Council has seen a significant reduction in households in temporary accommodation, in contrast with an increasing trend nationally. 2022/23 saw 3.52 households in temporary accommodation per 1,000 population (2.77 nationally), compared with 2.73 households in East Lothian in 2024/25 (3.11 nationally).
- Length of stay in temporary accommodation remains high in East Lothian at 357 days compared with the LA average of 238 days.

4 POLICY IMPLICATIONS

4.1 There are no policy implications.

5 RESOURCE AND OTHER IMPLICATIONS

5.1 Finance: There are no budget implications associated with this report.

5.2 Human Resources: N/A

5.3 Other (e.g. Legal/IT): None

5.4 Risk: None

6 INTEGRATED IMPACT ASSESSMENT

6.1 **Select the statement that is appropriate to your report by placing an 'X' in the relevant box.**

An Integrated Impact Assessment screening process has been undertaken and the subject of this report does not affect the wellbeing of the community or have a significant impact on: equality and human rights; tackling socio-economic disadvantages and poverty; climate change, the environment and sustainability; the Council's role as a corporate parent; or the storage/collection of personal data.

or

The subject of this report has been through the Integrated Impact Assessment process and impacts have been identified as follows:

Subject	Impacts identified (Yes, No or N/A)
Equality and human rights	
Socio-economic disadvantage/poverty	
Climate change, the environment and sustainability	
Corporate parenting and care-experienced young people	
Storage/collection of personal data	

Subject	Impacts identified (Yes, No or N/A)
Other	

[Enter information on impacts that have been identified]

The Integrated Impact Assessment relating to this report has been published and can be accessed via the Council's website:

https://www.eastlothian.gov.uk/info/210602/equality_and_diversity/12014/integrated_impact_assessments

7 APPENDICES

- 7.1 Scotland's Housing Network summary performance 2024-25.
- 7.2 Annual Return on the Charter (ARC) 2024-2025.

8 BACKGROUND PAPERS

- 8.1 Annual Return to Charter

9 AUTHOR AND APPROVAL DETAILS

Report Author(s)

Name	Bex Astin
Designation	Service Manager – Housing Strategy, Policy and Performance
Tel/Email	Bastin@eastlothian.gov.uk
Date	5 January 2026

Head of Service Approval

Name	Wendy McGuire
Designation	Head of Housing
Confirmation that IIA and other relevant checks (e.g. finance/legal) have been completed	Confirmed

Name	Wendy McGuire
Approval Date	5 January 2026

Indicator	RAG	East Lothian	Peer Group	All LA
Satisfaction and Complaints				
Overall satisfaction with the service	Green	81.62	81.44	81.19
Complaints received per 100 homes	Green	2.7	3.91	4.41
Stage 1 Complaints average time to respond	Red	10.78	5.09	6.86
Adaptations				
Average days to complete approved adaptations	Yellow	63.14	40.97	36.08
% approved applications for medical adaptations completed.	Green	85.11	87.9	83.44
Homelessness				
Applications per 1000 people	Green	6.24	N/A	7.34
Average days to assess application	Yellow	24	N/A	18
Assessment outcome Homeless Unintentional	Green	71.92	N/A	78.3
Assessment outcome Threatened Unintentional	Yellow	4.79	N/A	2.81
Average number of weeks to complete a homeless assessment case.	Yellow	47.71	N/A	40
Live (Homelessness) cases	Yellow	644	N/A	990
Repeat presentations (within one year)	Green	4.27	N/A	4.07
Housholds in TA at the year end	Green	315	N/A	538
Average length of stay in TA (Days)	Red	357	N/A	238
Voids and Lettings				
% Satisfied with standard of home when moving in	Yellow	68%	N/A	83.37%
% tenancy offers refused.	Yellow	21.10%	32.39%	36.39%
% tenancies began in previous year remained more than a year.	Green	94.28%	92.04%	91.33%
% Of rent due lost through properties being empty	Yellow	1.44%	1.33%	1.68%
Average number of days taken to re-let properties – standard / temp	Yellow	62.52	56.17%	78.11%
Repairs				
% of tenants satisfied with repairs	Green	85.65%	85.88%	85.74%
Average length of time to complete an emergency repair (Hours)	Green	3.83	3.47	3.79
Average length of time to complete non emergency repair (Hours)	Red	12.53	13.93	10.1

Compliance				
Gas safety Fails count		0	14	66
% of Properties meeting the SHQS standard.		89.71	80.01	83.04
% of Properties that meet EESSH standard		91.99	89.36	89.4
Rents				
Average weekly rent		£76.73	£79.90	£84.31
Percentage of Rent Collected		100.94%	98.83%	99.22%
Current arrears % of rents due		4.38%	5.33%	6.17%

Landlord name: East Lothian Council

RSL Reg. No.: 1,011

Report generated date: 06/01/2026 16:22:50

Approval

A1.1	Date approved	27/05/2025
A1.2	Approver	Wendy McGuire
A1.3	Approver job title	Head of Housing
A1.4	Comments (Approval)	N/A



N/A

Social landlord contextual information

Lets

Number of lets during the reporting year, split between 'general needs' and 'supported housing' (Indicator C3)	
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C3.1	The number of 'general needs' lets during the reporting year	531
C3.2	The number of 'supported housing' lets during the reporting year	131
Indicator C3		662

The number of lets during the reporting year by source of let (Indicator C2)		
C2.1	The number of lets to existing tenants	146
C2.2	The number of lets to housing list applicants	169
C2.3	The number of mutual exchanges	94
C2.4	The number of lets from other sources	0
C2.5	The number of lets to homeless applicants.	347
C2.6	Total number of lets excluding exchanges	662

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

**Overall satisfaction****All outcomes**

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	1,730
1.1.2	the fieldwork dates of the survey	10/2022
1.1.3	The method(s) of administering the survey:	
	Post	<input type="checkbox"/>
1.1.4	Telephone	<input type="checkbox"/>
1.1.5	Face-to-face	<input checked="" type="checkbox"/>
1.1.6	Online	<input type="checkbox"/>
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded:	768
	very satisfied	
1.2.2	fairly satisfied	644
1.2.3	neither satisfied nor dissatisfied	134
1.2.4	fairly dissatisfied	67
1.2.5	very dissatisfied	111
1.2.6	no opinion	6
1.2.7	Total	1,730

Indicator 1	81.62%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	1,730
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	891
2.2.2	fairly good at keeping them informed	597
2.2.3	neither good nor poor at keeping them informed	140
2.2.4	fairly poor at keeping them informed	60
2.2.5	very poor at keeping them informed	42
2.2.6	Total	1,730

	Indicator 2	86.01%
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Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	1,729
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	857
5.2.2	fairly satisfied	530
5.2.3	neither satisfied nor dissatisfied	238
5.2.4	fairly dissatisfied	49
5.2.5	very dissatisfied	55
5.2.6	Total	1,729

	Indicator 5	80.22%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)
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C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	03/2025
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	41.79
C8.3	The date of your next scheduled stock condition survey or assessment	04/2025
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	100.00
C8.5	Comments on method of assessing SHQS compliance.	

ELC employ two dedicated Stock Condition Surveyors who are qualified domestic energy assessors. All survey and completed work data has been uploaded into our Asset Management software, Keystone. Prior to uploading this data, it is validated for accuracy. This allows us to report on SHQS requirements and identifies any failures. We use this information to drive repairs and/or capital improvement projects specifically targeting SHQS compliance. In respect of C8 ii, this represents our full assessments in the last five years as per SHQS technical guidance.



Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	9,388	9,482
C9.2	Self-contained stock exempt from SHQS	10	10
C9.3	Self-contained stock in abeyance from SHQS	177	165
C9.4.1	Self-contained stock failing SHQS for one criterion	777	650
C9.4.2	Self-contained stock failing SHQS for two or more criteria	2	0
C9.4.3	Total self-contained stock failing SHQS	779	650
C9.5	Stock meeting the SHQS	8,422	8,657

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)	
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6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	9,388
6.1.2	projected to the end of the next reporting year	9,482
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	8,422
6.2.2	projected to the end of the next reporting year	8,657

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	89.71%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	91.30%

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	1,730
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	900
7.2.2	fairly satisfied	549
7.2.3	neither satisfied nor dissatisfied	177
7.2.4	fairly dissatisfied	59
7.2.5	very dissatisfied	45
7.3	Total	1,730

Indicator 7	83.76%
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Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)		
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8.1	The number of emergency repairs completed in the reporting year	3,354
8.2	The total number of hours taken to complete emergency repairs	12,839

Indicator 8		3.83
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Average length of time taken to complete non-emergency repairs (Indicator 9)		
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9.1	The total number of non-emergency repairs completed in the reporting year	19,238
9.2	The total number of working days taken to complete non-emergency repairs	241,100

Indicator 9		12.53
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Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)		
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10.1	The number of reactive repairs completed right first time during the reporting year	16,975
10.2	The total number of reactive repairs completed during the reporting year	19,238

Indicator 10		88.24%
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How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	N/A

Indicator 11	0
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Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	864
	12.2 Of the tenants who answered, how many said that they were:	646
12.2.1	very satisfied	
12.2.2	fairly satisfied	94
12.2.3	neither satisfied nor dissatisfied	24
12.2.4	fairly dissatisfied	26
12.2.5	very dissatisfied	74
12.2.6	Total	864

	Indicator 12	85.65%
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Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

Over the previous reporting year, East Lothian Council have continued to dedicate increased resource and spend to housing quality and tenant safety programmes.

ELC do still however have one single property without adequate alarm provision (Elements 11A & 11B). This represents a very complex case and ELC continue to work with the tenants to have the necessary works undertaken.

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	207	42
Complaints carried forward from previous reporting year	17	6
All complaints received and carried forward	224	48
Number of complaints responded to in full by the landlord in the reporting year	220	46
Time taken in working days to provide a full response	2,371	900

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	98.21%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	95.83%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	10.78
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	19.57

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?"	1,731
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	1,033
13.2.2	fairly satisfied	497
13.2.3	neither satisfied nor dissatisfied	90
13.2.4	fairly dissatisfied	77
13.2.5	very dissatisfied	34
13.2.6	Total	1,731

	Indicator 13	88.39%
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Percentage of tenancy offers refused during the year (Indicator 14)		
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14.1	The number of tenancy offers made during the reporting year	725
14.2	The number of tenancy offers that were refused	153

		Indicator 14	21.10%
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Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)		
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15.1	The number of cases of anti-social behaviour reported in the last year	863
15.2	Of those at 15.1, the number of cases resolved in the last year	683

		Indicator 15	79.14%
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Abandoned homes (Indicator C4)		
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C4.1	The number of properties abandoned during the reporting year	19
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Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	36
22.2.1	22.2 The number of properties recovered: because rent had not been paid	4
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	11.11%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	11.11%

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)	
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17.1	The total number of lettable self-contained stock	9,239
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	503

Indicator 17		5.44%
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Number of households currently waiting for adaptations to their home (Indicator 19)		
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19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	356
19.2	The number of approved applications completed between the start and end of the reporting year	303
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	53
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

		Indicator 19	53
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Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)		
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20.1	The cost (£) that was landlord funded;	£999,158
20.2	The cost (£) that was grant funded	£0
20.3	The cost (£) that was funded by other sources.	£0

Indicator 20		£999,158
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The average time to complete adaptations (Indicator 21)		
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21.1	The total number of working days taken to complete all adaptations.	20,774
21.2	The total number of adaptations completed during the reporting year.	329

		Indicator 21	63.14
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Homelessness – the percentage of homeless households referred to RSLs under section 5 and through other referral routes (Indicator 24).

24.1	The total number of individual homeless households referred to RSLs under section 5.	0
24.2	The total number of individual homeless households referred to RSLs under other referral routes.	168
24.3	The total number of individual homeless households referred to RSLs under section 5 and other referral routes.	168
24.4	The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation.	574

	Indicator 24.	29.27%
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Average length of time to re-let properties in the last year (Indicator 30)		
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30.1	The total number of properties re-let in the reporting year	581
30.2	The total number of calendar days properties were empty	36,326

		Indicator 30	62.52
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Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	192
16.1.2	applicants who were assessed as statutory homeless by the local authority	350
16.1.3	applicants from your organisation's housing list	122
16.1.4	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	183
16.2.2	applicants who were assessed as statutory homeless by the local authority	327
16.2.3	applicants from your organisation's housing list	116
16.2.4	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	95.31%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	93.43%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	95.08%
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)		
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26.1	The total amount of rent collected in the reporting year	£38,616,172
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£38,182,144

Indicator 26		101.14%
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Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£2,315,145
27.2	The total rent due for the reporting year	£38,740,213

Indicator 27		5.98%
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Average annual management fee per factored property (Indicator 28)		
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28.1	The number of residential properties factored	0
28.2	The total value of management fees invoiced to factored owners in the reporting year	N/A

Indicator 28		N/A
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Percentage of rent due lost through properties being empty during the last year (Indicator 18)		
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18.1	The total amount of rent due for the reporting year	£38,740,213
18.2	The total amount of rent lost through properties being empty during the reporting year	£558,069

Indicator 18		1.44%
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Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	6.50%
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The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	6,095
C6.2	The value of direct housing cost payments received during the reporting year	£17,720,196

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)	
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C7.1	The total value of former tenant arrears at year end	£803,190
C7.2	The total value of former tenant arrears written off at year end	£133,133

Indicator C7		16.58%
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Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)
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25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	1,730
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	807
25.2.2	fairly good value for money	670
25.2.3	neither good nor poor value for money	161
25.2.4	fairly poor value for money	62
25.2.5	very poor value for money	30
25.3	Total	1,730

Indicator 25	85.38%
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Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)
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29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	
29.2.2	fairly satisfied	
29.2.3	neither satisfied nor dissatisfied	
29.2.4	fairly dissatisfied	
29.2.5	very dissatisfied	
29.3	Total	

Indicator 29

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

	Indicator 31	N/A
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For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord’s management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	
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Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.